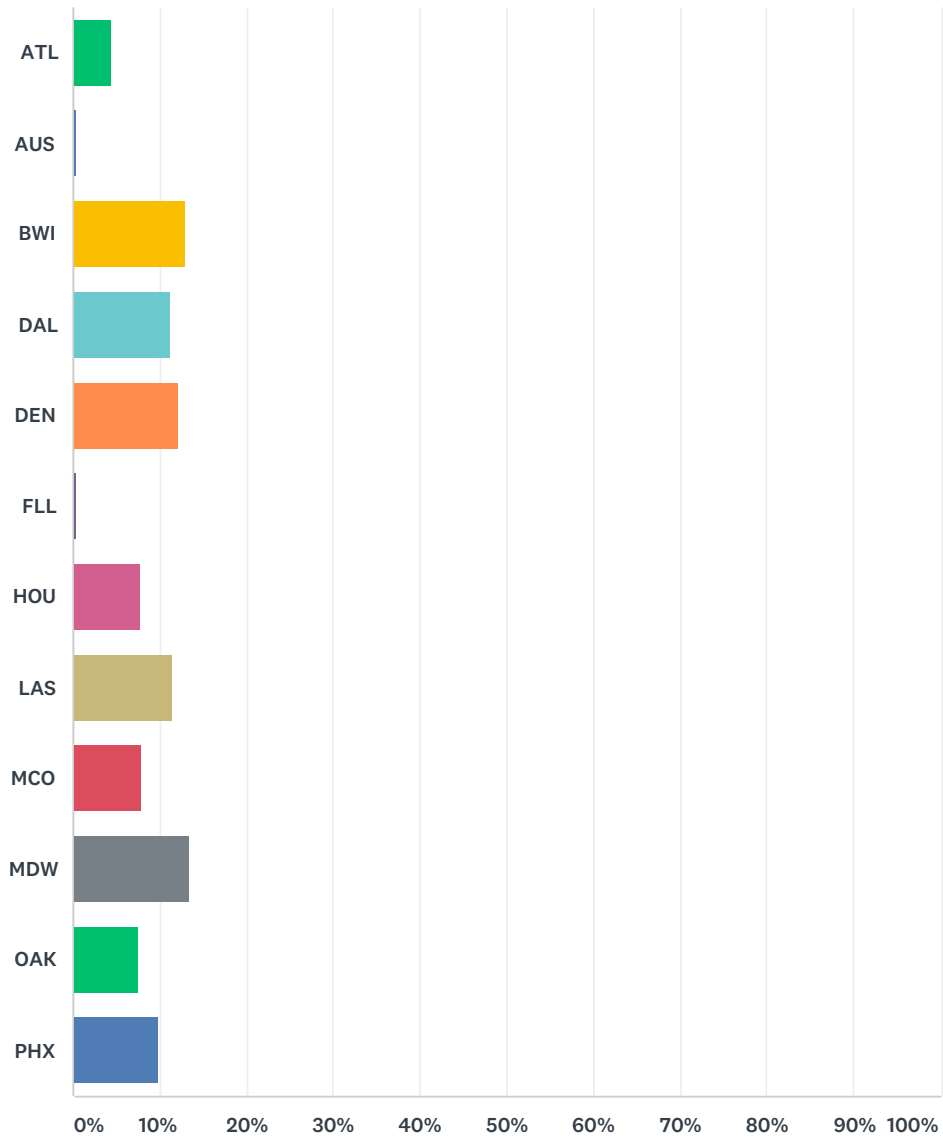


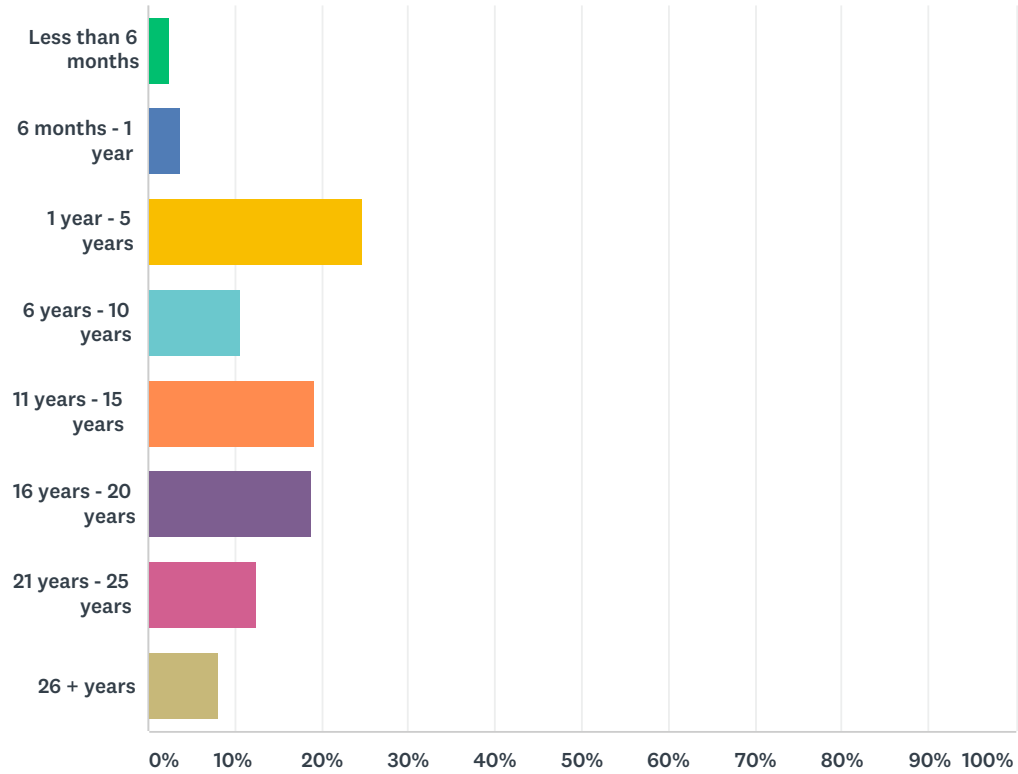


# Membership Survey Results

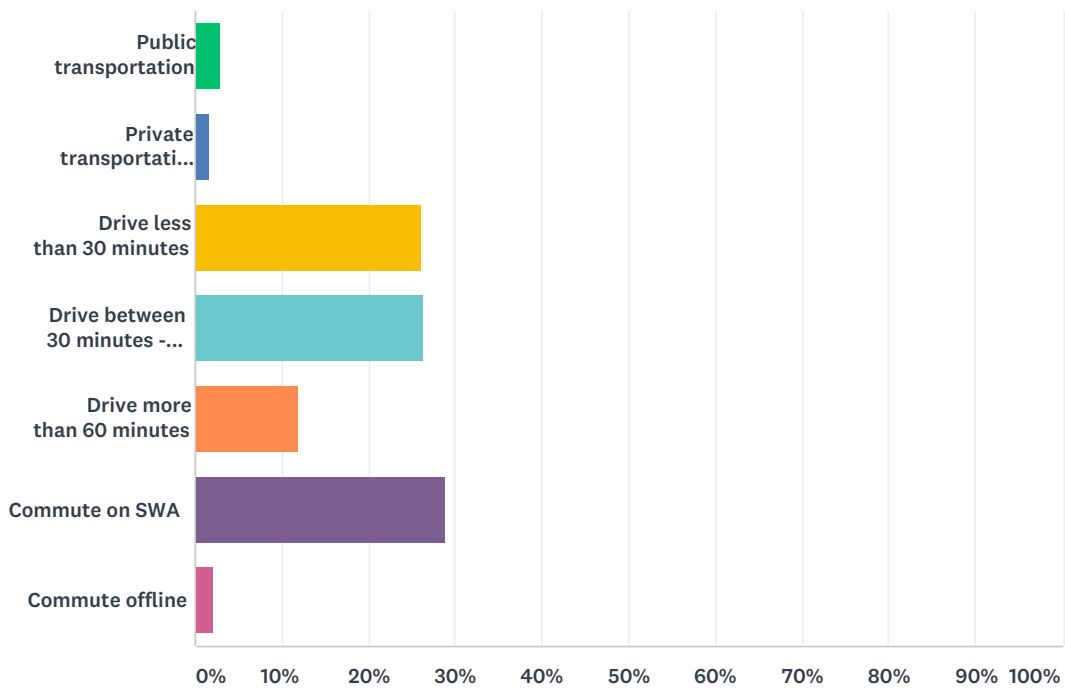
## Q1 Where are you based?



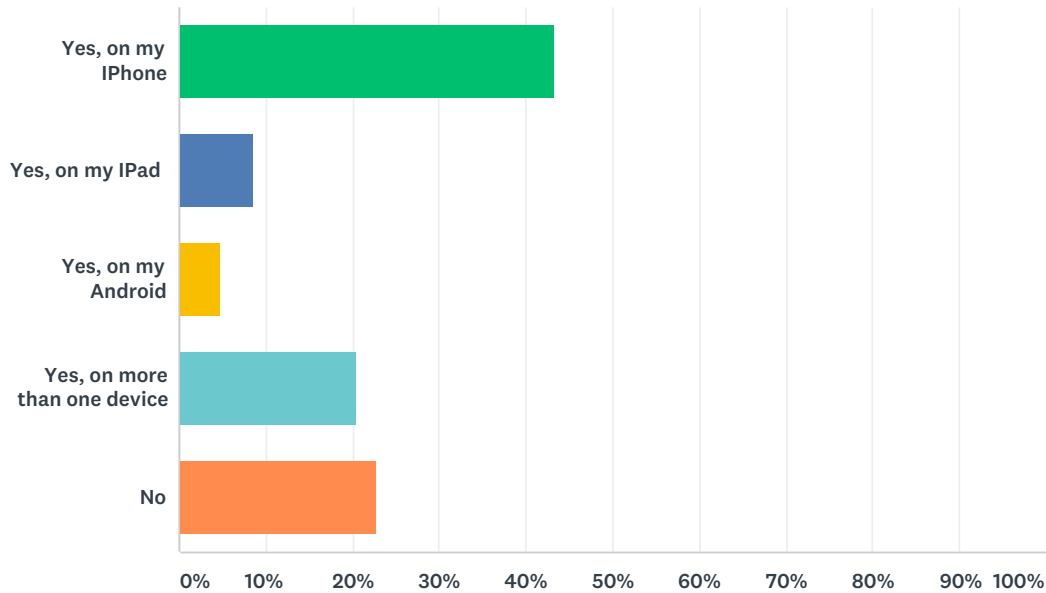
## Q2 How many years of service?



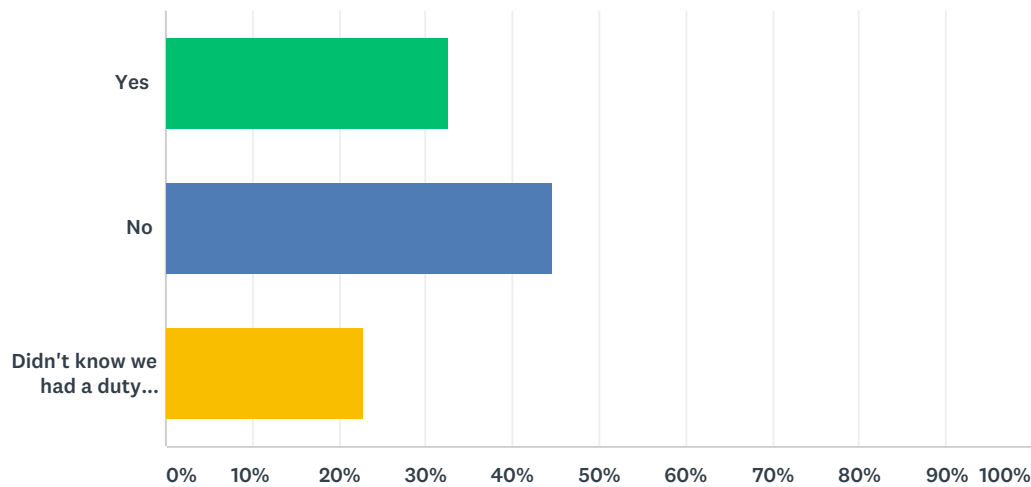
## Q3 What is your commute?



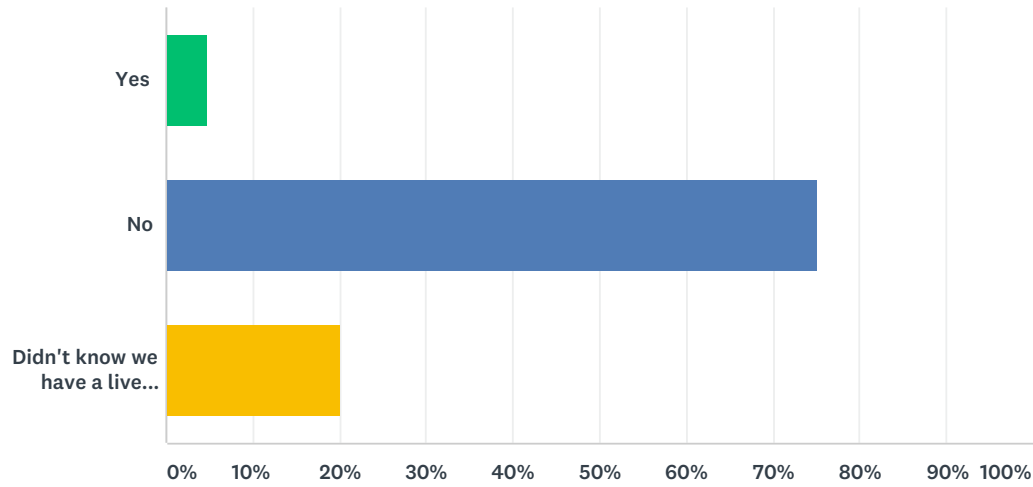
## Q4 Do you have the TWU Local 556 app downloaded on PED?



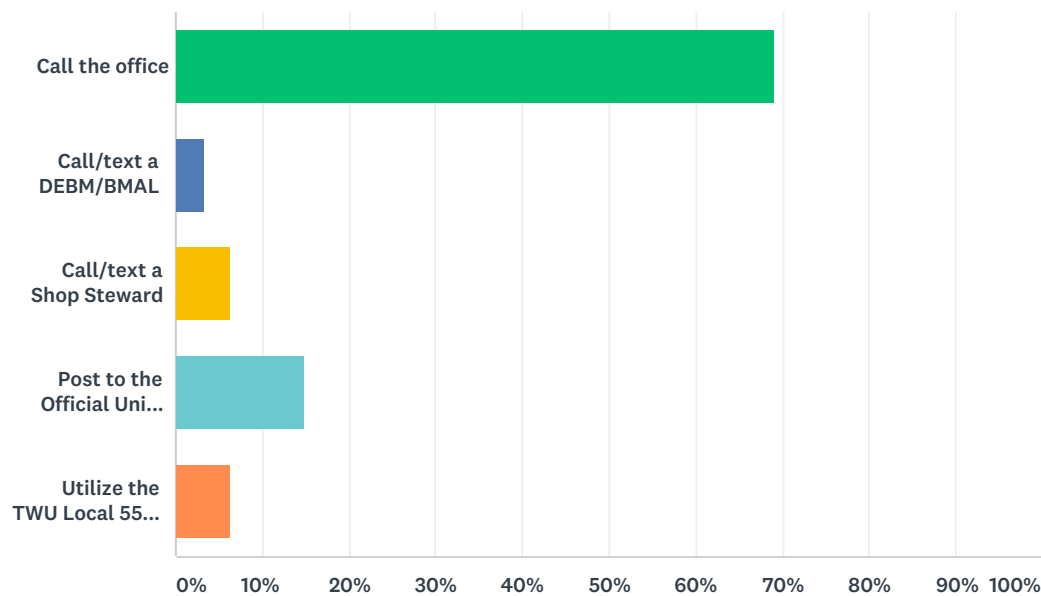
## Q5 Have you used the duty calendar on the TWU Local 556 mobile app?



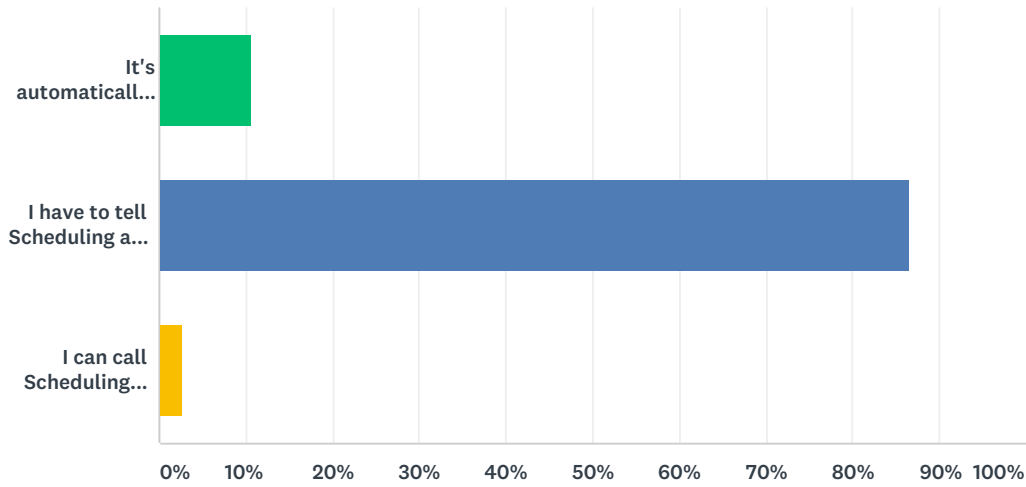
## Q6 Have you used the Live chat on the TWU Local 556 mobile app?



## Q7 When you have a question for the Union, how do you contact them?

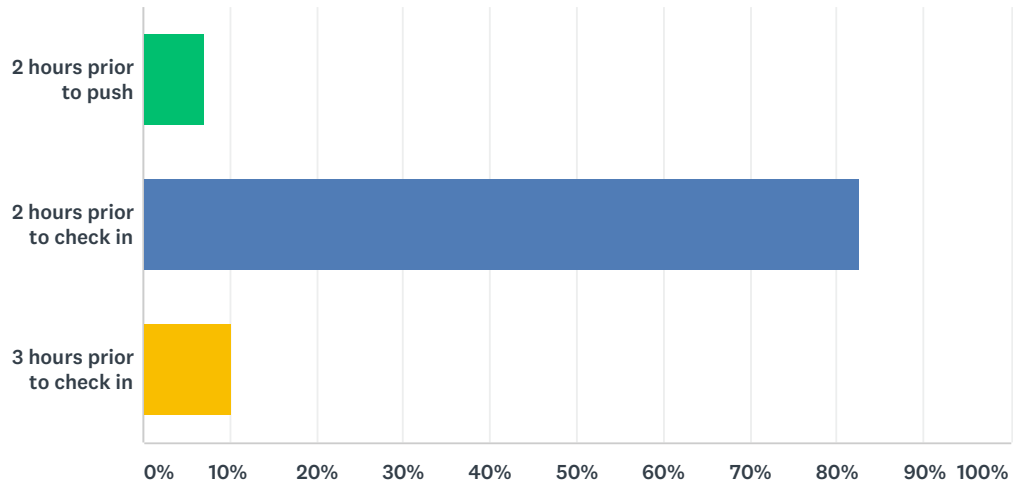


## Q8 What is the procedure for using the Bonus MBL?



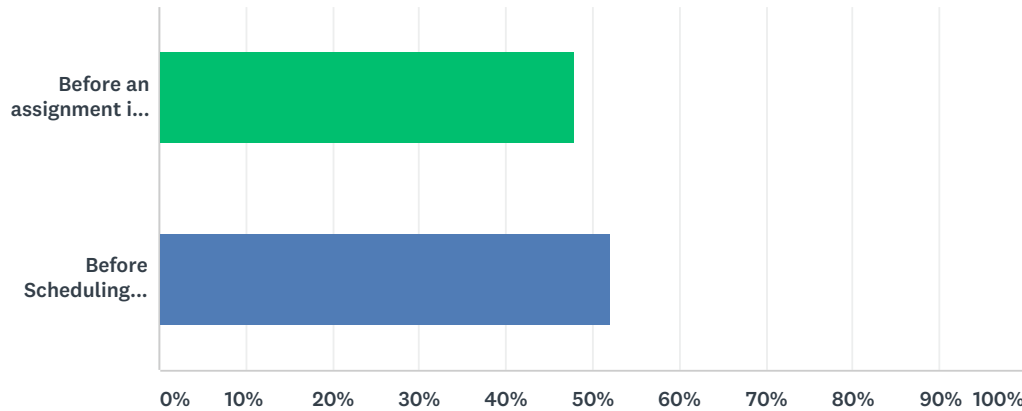
ANSWER CHOICES	RESPONSES	
It's automatically applied	10.63%	314
I have to tell Scheduling at the time of my MBL that it's my bonus MBL	86.69%	2,560
I can call Scheduling later and designate it to be my bonus MBL	2.68%	79
TOTAL		2,953

## Q9 If calling in sick for a trip, in order not to receive a SL1 (late sick call) you must call in



ANSWER CHOICES	RESPONSES	
2 hours prior to push	7.21%	220
2 hours prior to check in	82.61%	2,522
3 hours prior to check in	10.19%	311
TOTAL		3,053

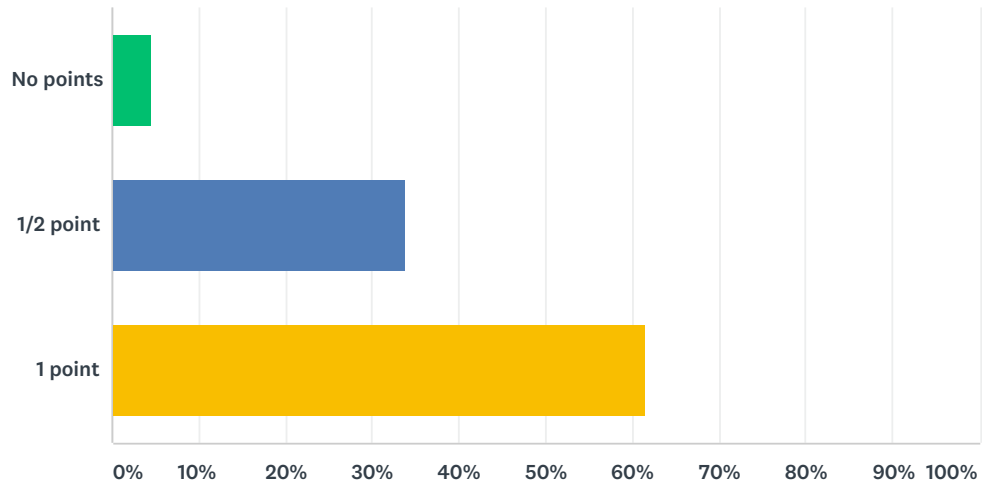
# Q10 On reserve when calling in sick, in order not to receive a SLA (sick call after assignment) you must call in



ANSWER CHOICES	RESPONSES	
Before an assignment is placed on my board	47.94%	1,433
Before Scheduling attempts to contact me	52.06%	1,556
TOTAL		2,989

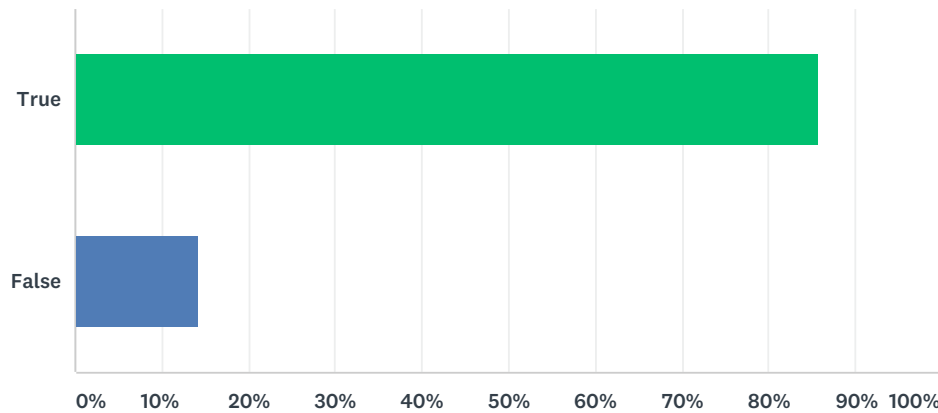


## Q11 If you do receive a SLA it's



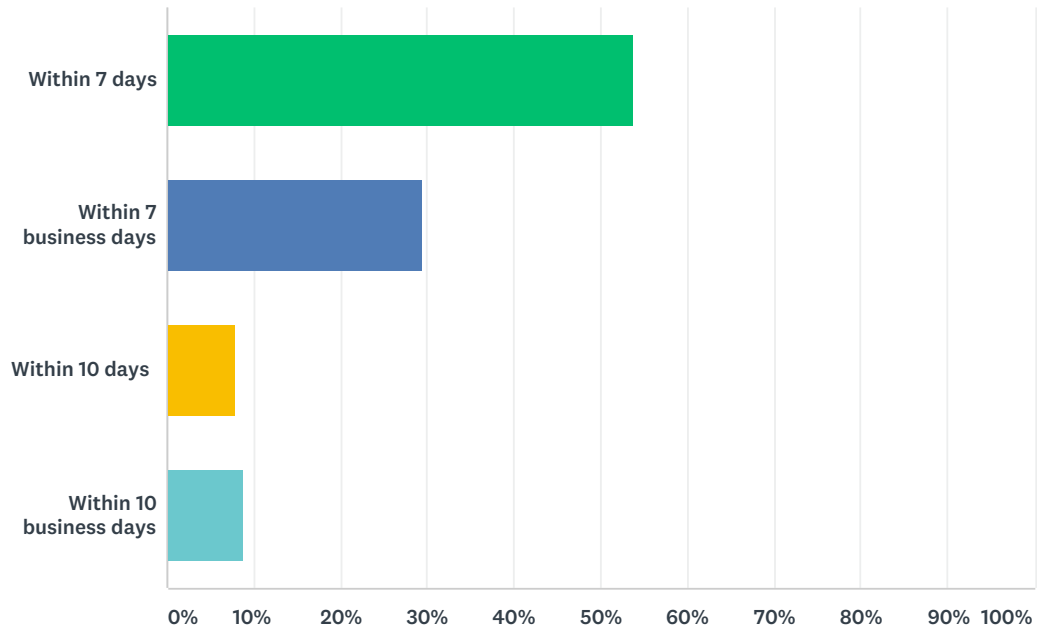
ANSWER CHOICES		RESPONSES	
No points		4.61%	137
1/2 point		33.86%	1,006
1 point		61.53%	1,828
TOTAL			2,971

Q12 In order to be covered by the Commuter policy, you must have all my required items including IEFB, passport, flashlight and uniforms



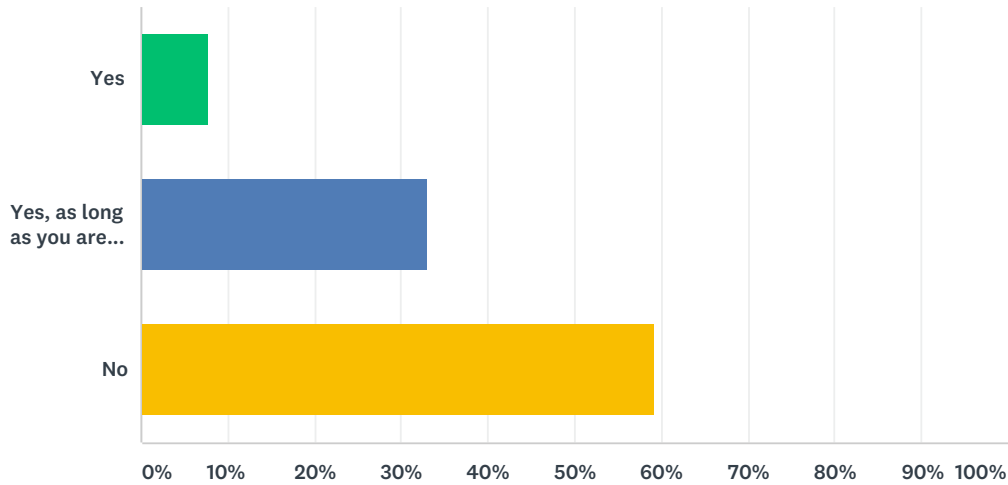
ANSWER CHOICES	RESPONSES	
True	85.83%	2,598
False	14.17%	429
TOTAL		3,027

## Q14 If you want to file a contractual grievance you must do so



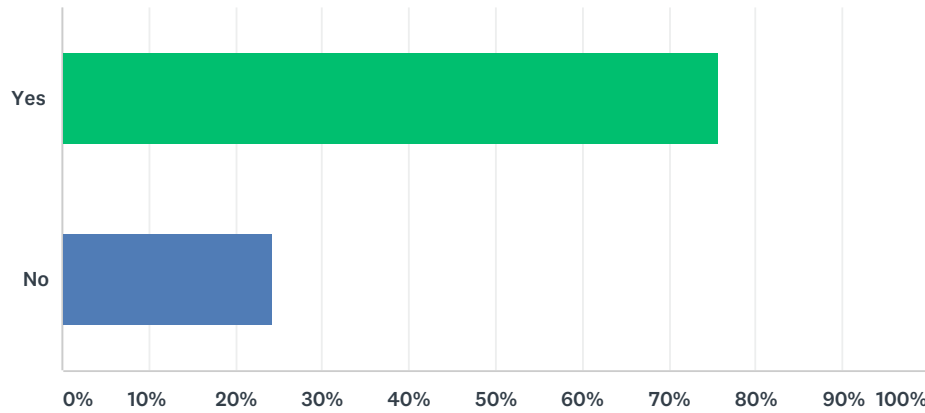
ANSWER CHOICES	RESPONSES	
Within 7 days	53.85%	1,607
Within 7 business days	29.46%	879
Within 10 days	7.88%	235
Within 10 business days	8.81%	263
TOTAL		2,984

# Q15 If you are scheduled to work a flight and a reserve is scheduled to DH can you call and have them work it instead?



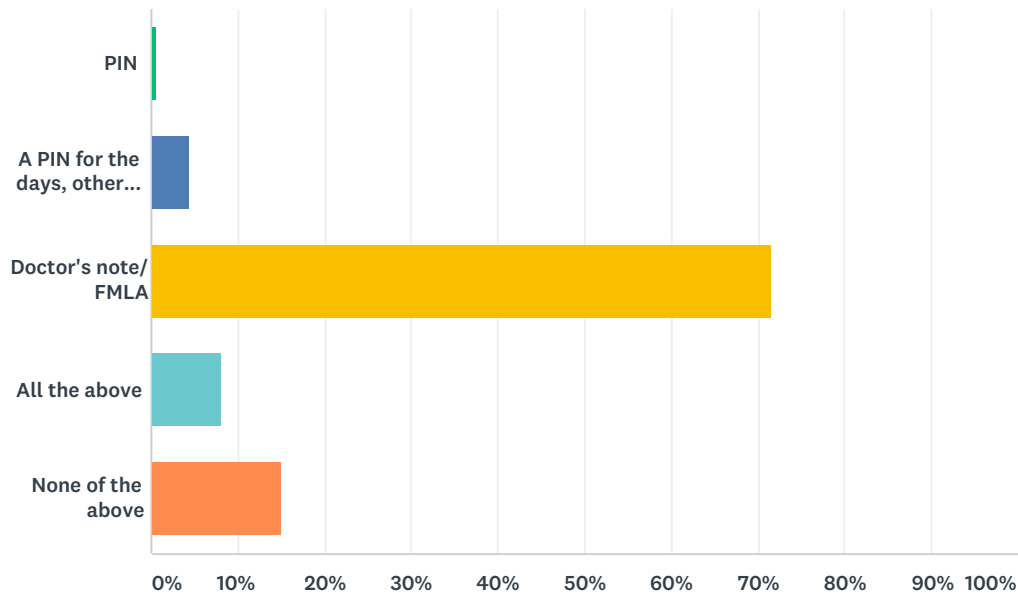
ANSWER CHOICES		RESPONSES
Yes		7.78% 234
Yes, as long as you are senior to them		32.97% 991
No		59.25% 1,781
TOTAL		3,006

## Q17 Do you know how to record improve?



ANSWER CHOICES	RESPONSES	
Yes	75.81%	2,319
No	24.19%	740
TOTAL		3,059

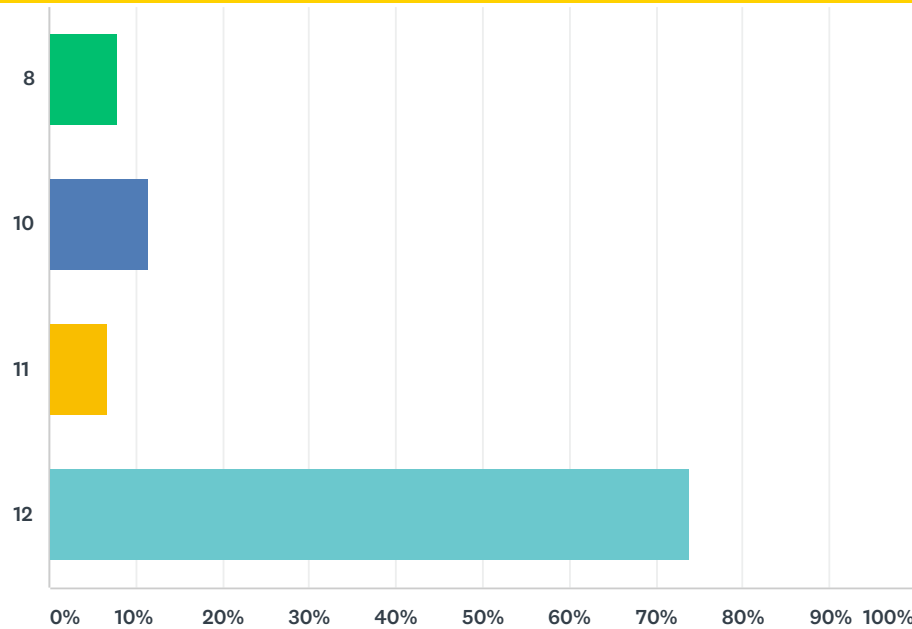
## Q18 If you are sick during a black out date, which of the following is an option to prevent points?



ANSWER CHOICES		RESPONSES	
PIN		0.73%	22
A PIN for the days, other than the black out date		4.35%	132
Doctor's note/ FMLA		71.59%	2,172
All the above		8.17%	248
None of the above		15.16%	460
TOTAL			3,034

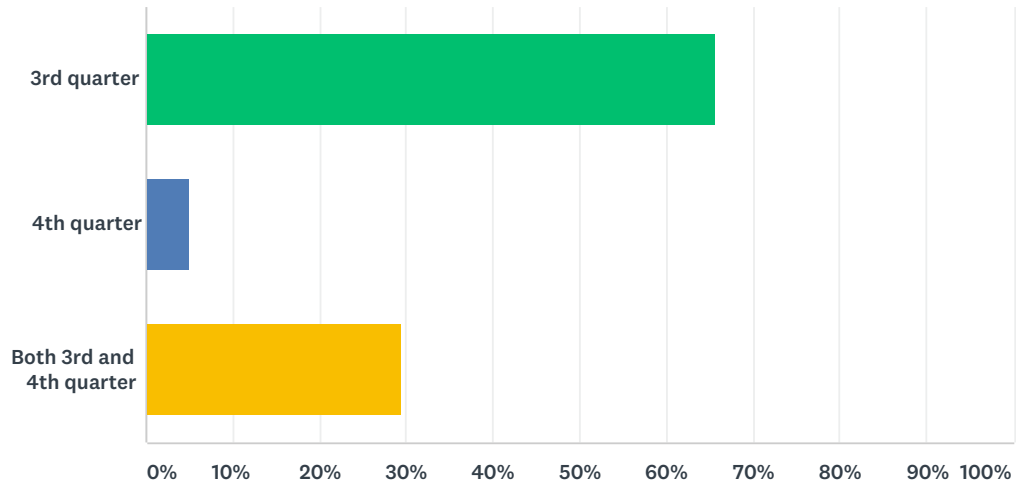
## Q19 How many points can a Flight Attendant accrue before SWA can terminate employment?

**Answer:** *You will be fired at 12 but depending on your overall record, termination is possible starting at 9.*



ANSWER CHOICES	RESPONSES	
8	7.88%	240
10	11.47%	349
11	6.73%	205
12	73.92%	2,250
TOTAL		3,044

Q20 If you call in sick on September 30th for a 3 day trip, which quarter will your pin/Dr. note be applied?



ANSWER CHOICES	RESPONSES	
3rd quarter	65.63%	1,988
4th quarter	4.92%	149
Both 3rd and 4th quarter	29.45%	892
TOTAL		3,029